

Enterprise Incident Report Nov 2010

As of 12/1/2010

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Environmental Quality	99	99
	44	44
Customer Company Total	99	99
	44	44

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Environmental Quality	99 3	99 3
Customer Company Total	99 3	99 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Environmental Quality	99 0.10	99 0.10
Customer Company Total	99 0.10	99 0.10

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Environmental Quality	99 2	99 2
Customer Company Total	99 2	99 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Environmental Quality	99	99
	0.66	0.66
Customer Company Total	99	99
	0.66	0.66

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Detail

INC000000190994	Jeri Olsen	None	None	None		TIR Missed: No	TIR: 0.29
	Campus Networking	Charmaine Malan	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 4.39
INC000000191427	Leah Ann Lamb	None	None	None		TIR Missed: Yes	TIR: 2.24
	Campus Networking	Charmaine Malan	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.82
INC000000191429	Kari Lundeen	None	None	None		TIR Missed: Yes	TIR: 2.22
	Campus Networking	Charmaine Malan	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.83
INC000000191431	Jodi Gardberg	None	None	None		TIR Missed: Yes	TIR: 2.22
	Campus Networking	Charmaine Malan	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.04
INC000000210805	Gwyn Galloway	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 4.03
INC000000212562	Brianna Ariotti	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.15
INC000000212691	Kathryn Dozier	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.30
INC000000212721	Edith VanVleet	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000212730	Jeri Olsen	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.20
	Voice Operations	Britany Finlay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000212801	Brad T Johnson	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213269	Patti Fauver	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213404	Paul Krauth	Telecom	None	None		TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000213763	Margaret Hand	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.09
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.40
INC000000213886	Tim DeJulis	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213891	Mark Berger	Application	Error	Microsoft Access		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214021	David Beatty	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000214033	John Kennington	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.12
INC000000214348	Ben Holcomb	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 4.73
INC000000214512	Sandra Wingert	Application	Password	PGP		TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 6.76
INC000000214582	Barbara D Johnson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.09
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000214924	Lisa Gelino-Titcomb	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214935	Norm Erikson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215590	Steven Brenchley	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.55
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000215792	Rose Kenworthy	PC/Laptop	Error	PGP		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216669	Loren Morton	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216674	Therron Blatter	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216871	Scott T Anderson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.51
INC000000217106	Rose Kenworthy	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217324	Dean Henderson	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217361	Jalynn Knudsen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000217394	Mike Herkimer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.71
INC000000217411	Diane Hernandez	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217944	Eva Nieminski	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000218023	Rusty Ruby Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218035	Sonja Robinson Metro B Desktop Support	PC/Laptop Steve McCann	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218042	Pam Jacob Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218174	Penny Flake Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218185	Diane Hernandez Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218560	Colt Smith Metro B Desktop Support	Application Bill Crowther	Password Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218868	Ronald Reece Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218874	Brandy Cannon Metro B Desktop Support	Network Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218886	Paul Zahn Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218896	Norm Erikson Metro B Desktop Support	Application Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219151	Leah Ann Lamb Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.68
INC000000219280	Peter Keers Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219284	Heather F Bobb Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219550	Boyd Imai Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219612	Kathryn Ostler Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.94
INC000000220000	Faye Bell Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220012	Seth Arens Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000220451	Michael Georgeson Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220513	Trisha Johnson Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 3.07
INC000000220529	Lisa Gelino-Titcomb Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Paper Jam Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000220591	Gary Astin Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220627	Linda Gould Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Paper Jam Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220648	Jeri Olsen Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220826	S Diane Nielson Metro B Desktop Support	PC/Laptop Steve McCann	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220829	Debbie Olson Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220839	Donna Spangler Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220845	Faye Bell Metro B Desktop Support	PC/Laptop Steve McCann	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220935	Susan Giddings Help Desk	Application James Stearns	Password Environmental Quality	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000221494	Edith Barker Metro B Help Desk	Application Sandy Kaszowski	Reporting Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.45
INC000000221759	Kate E Johnson Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	FrontEnd Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221769	Rebecca Troutman Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221780	Donna Spangler Metro B Desktop Support	Application Steve McCann	None Environmental Quality	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221795	Ronald Reece Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222082	Heather F Bobb Metro B Desktop Support	Network Bill Crowther	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.18

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INC000000222583	Nando Meli Jr Metro B Desktop Support	Network Steve McCann	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222591	Sharon Anderson Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223007	Alisa Westenskow Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Oracle 8 Enterprise Edition Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
INC000000223026	Brent D Shaw Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.47
INC000000223111	David Snyder Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.92
INC000000223416	Tanner S Blatter Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223419	Diane Hernandez Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223422	Janet Lee Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223424	Marc Wade Metro B Desktop Support	Server Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223589	Heather Mickelson Voice/Data/WAN Services	Telecom Mitch Hood	Call/Receive Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.30
INC000000223609	Jillian Vause Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223619	Jim Lansbarkis Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223754	Karma Kehler Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224248	Barbara Perkins Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224289	Greg Sorenson Metro B Desktop Support	PC/Laptop Bill Crowther	Password Environmental Quality	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224431	Johnathon Cook Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224443	Dale Jorgensen Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000224468	John Whitehead	Application	Error	None		TIR Missed: No	TIR: 0.13
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.58
INC000000224564	Gary Astin	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.79
INC000000224712	Brad T Johnson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.25
INC000000224720	Walter Baker	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000224810	Chad Harris	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.56
INC000000225476	Tino Valles	Application	Password	Documentum		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225657	Mark Hansen	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.43
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.49
INC000000225667	Rich Peterson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226030	Bob Hart	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226095	Richard McKeague III	Telecom	Conference	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226254	Ed Deputy	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000226691	Rawn Wallgren	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.12
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000226892	Michelle Weis	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226977	Seth Arens	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226997	Kent Bott	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00